



Volunteer and Program Support Coordinator

Hours: Part-Time (20 to 30 hours per week)

Schedule Expectation:

- 4 to 5 days per week (with one optional work from home day)
- Occasional evening or weekend events

Mission: Restoring Dignity is a grassroots organization that advocates for housing equity for Omaha's refugee communities through education, partnership, and empowerment.

Job Description:

It takes a whole city to support the work we do at Restoring Dignity and much of that support depends on strong systems, coordination, and preparation happening behind the scenes. While volunteers play a vital role in delivering our programs, their success is made possible through thoughtful planning, organization, and day-to-day operational support.

The Volunteer and Program Support Coordinator is central to this work, ensuring that programs are well-prepared, resources are in place, and volunteers are set up for success before they ever step into a role. This position is ideal for someone who is highly detail-oriented, organized, and proactive, with a passion for supporting refugee families through strong operational systems, logistics, and coordination.

Please note: this is a "behind-the-scenes" job and there is minimal client contact with refugee families we serve. This is a perfect job for someone who thrives and finds meaning in behind-the-scenes work.

Restoring Dignity is a small, grassroots nonprofit that operates a variety of high-impact programs that serve Omaha's refugee community. Our **Volunteer and Program Support Coordinator** will assist with the following programs:

- **Welcome Home Program**
 - Coordinating volunteers to pack class kits for families and laminate class materials
 - Supporting the logistical needs of the program (keeping track of what needs to be printed and laminated, what needs to be packed, etc).
 - Ensuring that our volunteers are well-supported and our in-home educational classes are well-stocked, organized, and ready to launch.
- **Feed A Family Program**
 - Coordinating volunteers to deliver food from food pantries to refugee families
 - Coordinating volunteers to deliver hygiene kits to refugee families
- **Window A/C Program**
 - Coordinating volunteers who are installing window a/c units in refugee family homes
 - Ensuring that volunteers are well-supported and that window a/c items are well-stocked, organized and ready for volunteers to pick up.
- **Restore and Repair Program**
 - Coordinating volunteers who are making minor home repairs in refugee family homes.
- **Hygiene Pantry**
 - Assist in establishing a free hygiene pantry to serve Restoring Dignity clients.
 - Coordinate volunteers to stock and support the hygiene pantry.
 - Coordinate with caseworkers and Restoring Dignity employees to pick-up products from the pantry and deliver them to clients in need.
- **Special Events**
 - Occasionally hosts corporate or other volunteer groups and creates meaningful projects for these groups
 - Assisting with our bi-annual fundraiser
 - Assisting with our home-makeover projects

If you love logistics, working with people, operate with joy in your heart, and enjoy ensuring that a critical program serving Omaha's refugee community can continue, come join our team!

Compensation:

- \$25/hr
- \$25/month phone reimbursement
- \$10/month internet reimbursement
- Mileage reimbursements as necessary
- 12 major holidays paid: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Juneteenth, Independence Day (4th of July), Labor Day, Indigenous Peoples Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve and Christmas Day (or can substitute two paid days off for a religious holiday(s) of your choosing).
- Vacation pay: 10 days paid vacation time after 90 days of employment (accrues per pay period)
 - Will increase by 1 day each year up to a maximum of 15 days PTO
- Sick leave: 5 days per year
- Mental health: 2 days per year (does not accumulate)

Key Responsibilities:

Volunteer Engagement & Management

- Respond to new volunteer inquiries and maintain interest spreadsheets
- Match volunteers to appropriate roles (in-office tasks, special events, A/C program, makeovers, etc.)
- Maintain communication before and after events to ensure engagement
- Track volunteer hours, roles, and acknowledgments
- Support and implement volunteer appreciation efforts
- Request and maintain records of volunteers who require background checks

Consistent Volunteers and Groups

- Prepare for tasks for our in-office consistent volunteers and groups to complete (ie. laminating, packing kits, unpacking boxes)

Welcome Home Program Support

- Keep a watchful eye over supplies, kits and laminations for our Welcome Home class
- Ensure that all program materials are made ready via volunteer help

- Inform the Administrative and Operations Manager if items need to be re-ordered

Event Support

- Coordinate volunteer needs for special events (ie. home-makeovers) and community programs
- Create Amazon wishlists and organize volunteer tools or supplies as needed
- Manage check-in tables during events and assist with volunteer setup

Communication & Outreach

- Assist in writing and sending bi-monthly email newsletters to volunteers
- Manage messaging with volunteers via email, phone, and social platforms
- Attend community meetings to build partnerships and recruit volunteers
- Update volunteer sections of the website and online platforms

Data & Technology

- Maintain volunteer tracking in Monday.com or designated platforms
- Back up volunteer data monthly
- Help maintain Facebook and Instagram presence by posting pictures of volunteers

Other

- Attend monthly staff meetings (on Zoom)
- Attend bi-weekly one-on-one meeting
- May need to do other tasks with Restoring Dignity, as needed
- Communicate professionally with other agencies and organizations, as needed

Qualifications:

- 18 years and older
- Excellent communication in English
- Excellent organizational skills
- Warm, inclusive, and professional demeanor
- Experience with volunteer coordination or community organizing preferred
- Comfortable working with diverse populations, including refugees

- Available occasional nights and weekends for events
- Must be kind
- Must enjoy working & interacting with people
- Proficient in Microsoft Word, Excel, Powerpoint, Google Drive and most social media platforms
- Strong attention to detail and follow-through
- Ability to work effectively in a cross-cultural context
- Professional and compassionate communication style
- Highly self-motivated with good follow-through and problem-solving skills
- Work to build positive, productive relationships with other staff. We do not allow gossip or “work drama”.

Preferred Qualifications (not required):

- Bachelor’s degree or higher recommended but not required

Non-Discrimination Policy:

Restoring Dignity does not and shall not discriminate on the basis of race, color, religion (creed), sex, age, gender, gender identity, age, national origin (ancestry), disability, marital status, sexual orientation, medical condition, political affiliation, personal appearance, family responsibilities, matriculation or military status, or any other characteristic protected under federal, state or local law. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, and clients.

Restoring Dignity is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veterans status, sexual orientation, gender identity or gender expression.

To apply, visit: rdomaha.org/join-our-team/

Please email your resume to: hannah@rdomaha.org

